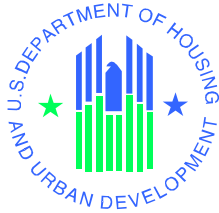# OPERATIONS

MANUAL

Public and Indian Housing (PIH)
Real Estate Assessment Center (REAC)
Resident Assessment Subsystem (RASS)
Releases 8.4.0.0

U.S. Department of Housing and Urban Development

December 06, 2004

Revision Sheet

Revision No.	Date	Revision Description
1.0	11/18/2004	Initial document
2.0	11/22/2004	Team Review
3.0	11/22/2004	Management Review
4.0	12/06/2004	Client Review

Operations Manual Authorization Memorandum

I have carefully assessed the Operations Manual for the Resident Assessment Subsystem (RASS) Release 8.4.0.0. This document has been completed in accordance with the requirements of the HUD System Development Methodology.

MANAGEMENT CERTIFICATION - Please check the appropriate statement.

_____ The document is accepted.

_____ The document is accepted pending the changes noted.

_____ The document is not accepted.

We fully accept the changes as needed improvements and authorize initiation of work to proceed. Based on our authority and judgment, the continued operation of this system is authorized.

_____   _____

Delton Nichols   DATE
RASS Project Manager

_____   _____

Yangja Lee   DATE
RASS IT Manager

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1.0 GENERAL INFORMATION

1.0   GENERAL INFORMATION

1.1   System Overview

RASS supports the Customer Service and Satisfaction Survey, which is the fourth indicator in HUD's Public Housing Assessment System (PHAS) Rule. Resident satisfaction is objectively measured and counted in HUD's evaluation of PHAs. The following table identifies the system environment for RASS Release 8.4.0.0.

System Environment	
System	Real Estate Assessment Center System (REACS)
Subsystem	Resident Assessment Subsystem (RASS).
Sponsor	Public and Indian Housing – Real Estate Assessment Center (REAC)
PCAS	00307680
System Code	P089
System Category	Non-major
Operational Status	Operational
System Environment	Web Based
Requirements	Quality Software Services, Inc. (QSSI)
Design	QSSI
Development	QSSI
System and Integration Testing	QSSI
User Acceptance Testing	HUD RASS Client Team
Deployment	QSSI with REAC DCG (Paradigm Soln./ Booz-Allen & Hamilton)
Maintenance	QSSI

The following table identifies and briefly describes the different users of RASS.

User Environment	
REAC RASS Business Support Team	The REAC RASS Business Support Team uses RASS to view PHA and development-level scoring and certification reports and Multifamily Survey result information. The team also uses the system to complete the various processes (Unit Address Sampling; Implementation Plan; Survey and Follow-up Plan Scoring; RASS Score Approval) required during resident assessment.
Public Housing Agency (PHA)	PHAs use RASS to participate annually in the Resident Assessment process. PHAs certify their unit addresses, complete an Implementation Plan for resident notification about the annual resident survey process, and complete a Follow-up Plan outlining sources of funding and dates to be completed for required areas (low-scoring survey sections) identified by the resident survey results. PHAs may also use the system to view survey result and resident response rate information.

User Environment	
Survey Administrator	After the sampling program has generated a file of units to be surveyed, RASS downloads the sample file to the Survey Administrator. The Survey Administrator distributes the RASS survey to the units indicated in the sample file. Once the Survey Administrator collects and analyzes survey data, the survey results and response rate information are uploaded in RASS from the Survey Administrator so that PHAs and Multifamily Owners/Agents may view this information.
Multifamily (MF) Owners/Agents	MF Owners/Agents use RASS to view survey result information for their assigned properties.
Other HUD Users (includes HUD PIH Field Offices)	All other HUD users have read-only access to RASS in order to review PHA and Multifamily Housing development or property level survey result information.

1.2 Project References

The following documents are available to provide a comprehensive understanding of the resident assessment process. Most documents are available via the REAC Document Library. Additionally, several of the documents listed below are available through the PHA Resident Assessment Internet site at *http://www.hud.gov/offices/reac/products/prodrass.cfm*

Release 8.4.0.0
"RASS Release 8.4.0.0 Training Plan", QSSI, 08/20/2004
"RASS Release 8.4.0.0 System-Subsystem Specifications", QSSI, 08/20/2004
"RASS Release 8.4.0.0 Program Specifications", QSSI, 08/18/2004
"RASS Release 8.4.0.0 Database Specification", QSSI, 08/20/2004
"RASS Release 8.4.0.0 Unit Test Plan", QSSI, 09/02/2004
"RASS Release 8.4.0.0 Data Requirements Document", QSSI, 07/20/2004
"RASS Release 8.4.0.0 Functional Requirements Document", QSSI, 07/20/2004
"RASS Release 8.4.0.0 System Support & Acquisition Plan", QSSI, 07/20/2004
"RASS Release 8.4.0.0 System Security & Privacy Plan", QSSI, 07/20/2004
"RASS Release 8.4.0.0 Needs Statement", QSSI, 06/30/2004
"RASS Release 8.4.0.0 Project Plan", QSSI, 06/30/2004
"RASS Release 8.4.0.0 Feasibility Study", QSSI, 06/30/2004
"RASS Release 8.4.0.0 Cost/Benefit Analysis", QSSI, 06/30/2004
"RASS Release 8.4.0.0 System Decision Paper", QSSI, 06/30/2004
"RASS Release 8.4.0.0 Risk Analysis", QSSI, 06/30/2004

Release 8.3.0.0
"RASS Release 8.3.0.0 User's Manual", QSSI, 06/11/04
"RASS Release 8.3.0.0 Maintenance Manual", QSSI, 06/11/04
"RASS Release 8.3.0.0 Operations Manual", QSSI, 06/11/04
"RASS Release 8.3.0.0 System Test Results and Evaluation Report", QSSI, 4/15/04
"RASS Release 8.3.0.0 Validation, Verification, and Testing Plan", QSSI, 03/16/04

Release 8.3.0.0
"RASS Release 8.3.0.0 Training Plan", QSSI, 03/16/04
"RASS Release 8.3.0.0 System-Subsystem Specifications", QSSI, 03/16/04
"RASS Release 8.3.0.0 Program Specifications", QSSI, 03/16/04
"RASS Release 8.3.0.0 Database Specification", QSSI, 03/16/04
"RASS Release 8.3.0.0 Unit Test Plan", QSSI, 03/09/04
"RASS Release 8.3.0.0 Data Requirements Document", QSSI, 12/19/03.
"RASS Release 8.3.0.0 Functional Requirements Document", QSSI, 12/19/03.
"RASS Release 8.3.0.0 System Support & Acquisition Plan", QSSI, 12/19/03.
"RASS Release 8.3.0.0 System Security & Privacy Plan", QSSI, 12/19/03.
"RASS Release 8.3.0.0 Needs Statement", QSSI, 12/09/03.
"RASS Release 8.3.0.0 Project Plan", QSSI, 12/09/03.
"RASS Release 8.3.0.0 Feasibility Study", QSSI, 12/09/03.
"RASS Release 8.3.0.0 Cost/Benefit Analysis", QSSI, 12/09/03.
"RASS Release 8.3.0.0 System Decision Paper", QSSI, 12/09/03.
"RASS Release 8.3.0.0 Risk Analysis", QSSI, 12/09/03.

Release 8.2.0.0
"RASS Release 8.2.0.0 Project Plan", QSSI, 10/09/03.
"RASS Release 8.2.0.0 Test Results and Evaluation Report", QSSI, 11/21/03.
"RASS Release 8.2.0.0 Functional Requirements Document", QSSI, 10/21/03.
"RASS Release 8.2.0.0 Program Specifications", QSSI, 11/14/03.
"RASS Release 8.2.0.0 System Specifications Document", QSSI, 10/21/03.
"RASS Release 8.2.0.0 Unit Test Plan", QSSI, 10/20/03.

Release 8.0.0.0 & 8.1.0.0
"RASS Releases 8.0.0.0 & 8.1.0.0 System Specifications Document", QSSI, 04/30/03.
"RASS Releases 8.0.0.0 & 8.1.0.0 Program Specifications Document", QSSI, 04/30/03.
"RASS Releases 8.0.0.0 & 8.1.0.0 Validation and Verification Plan", QSSI, 04/30/03.
"RASS Releases 8.0.0.0 & 8.1.0.0 Training Plan", QSSI, 04/30/03.
"RASS Releases 8.0.0.0 & 8.1.0.0 Database Specifications Document", QSSI, 04/30/03.
"RASS Releases 8.0.0.0 & 8.1.0.0 Data Requirements Document", QSSI, 03/18/03.
"RASS Releases 8.0.0.0 & 8.1.0.0 Functional Requirements Document", QSSI, 03/18/03.
"RASS Releases 8.0.0.0 & 8.1.0.0 System Support & Acquisition Plan", QSSI, 03/18/03.
"RASS Releases 8.0.0.0 & 8.1.0.0 System Security & Privacy Plan", QSSI, 03/18/03.
"RASS Release 8.0.0.0 Needs Statement", QSSI, 01/10/03.
"RASS Release 8.0.0.0 Project Plan", QSSI, 01/10/03.
"RASS Release 8.0.0.0 Feasibility Study", QSSI, 01/10/03.
"RASS Release 8.0.0.0 Cost/Benefit Analysis", QSSI, 01/10/03.
"RASS Release 8.0.0.0 System Decision Paper", QSSI, 01/10/03.
"RASS Release 8.0.0.0 Risk Analysis", QSSI, 01/10/03.

Release 7.1.0.0

Release 7.1.0.0
"RASS Release 7.1.0.0 User's Manual", Accenture, 01/25/2002.
"RASS Release 7.1.0.0 Integration Test Results and Evaluation Report", Accenture, 01/25/2002.
"RASS Release 7.1.0.0 System Test Results and Evaluation Report", Accenture, 01/25/2002.
"RASS Release 7.1.0.0 Release Notes", Accenture, 01/22/2002.
"RASS Release 7.1.0.0 Test Plan", Accenture, 12/18/2001.
"RASS Release 7.1.0.0 Validation, Verification, and Testing Plan", Accenture, 12/11/2001.
"RASS Release 7.1.0.0 System/Subsystem Specifications", Accenture, 11/15/2001.
"RASS Release 7.1.0.0 Database Specifications", Accenture, 11/15/2001.
"RASS Release 7.1.0.0 Program Specifications", Accenture, 11/15/2001.
"RASS Release 7.1.0.0 System Support and Acquisition Plan", Accenture, 11/06/2001.
"RASS Release 7.1.0.0 Functional Requirements Document", Accenture, 11/06/2001.
"RASS Release 7.1.0.0 Data Requirements Document", Accenture, 11/06/2001.
"RASS Release 7.1.0.0 System Security and Privacy Plan", Accenture 11/06/2001.
"RASS Release 7.1.0.0 Needs Statement", Accenture, 10/22/01.
"RASS Release 7.1.0.0 Project Plan", Accenture, 10/22/01.
"RASS Release 7.1.0.0 Feasibility Study", Accenture, 10/22/01.
"RASS Release 7.1.0.0 Cost/Benefit Analysis", Accenture, 10/22/01.
"RASS Release 7.1.0.0 Risk Analysis", Accenture, 10/22/01.

Release 7.0.0.0
"RASS Release 7.0.0.0 User's Manual", Accenture, 09/21/2001.
"RASS Release 7.0.0.0 System Decision Paper", Accenture, 09/21/01.
"RASS Release 7.0.0.0 Maintenance Manual", Accenture, 09/21/2001.
"RASS Release 7.0.0.0 Operations Manual", Accenture, 09/21/2001.
"RASS Release 7.0.0.0 Installation and Conversion Plan", Accenture, 09/21/2001.
"RASS Release 7.0.0.0 Integration Test Results and Evaluation Report", Accenture, 09/21/2001.
"RASS Release 7.0.0.0 System Test Results and Evaluation Report", Accenture, 08/30/3001.
"RASS Release 7.0.0.0 Release Notes", Accenture, 08/08/2001.
"RASS Release 7.0.0.0 Test Plan", Accenture, 07/19/2001.
"RASS Release 7.0.0.0 Training Plan", Accenture, 06/20/2001.
"RASS Release 7.0.0.0 Validation, Verification, and Testing Plan", Accenture, 06/20/2001.
"RASS Release 7.0.0.0 System/Subsystem Specifications", Accenture, 06/08/2001.
"RASS Release 7.0.0.0 Database Specifications", Accenture, 06/08/2001.
"RASS Release 7.0.0.0 Program Specifications", Accenture, 06/08/2001.
"RASS Release 7.0.0.0 Project Schedule/ Workplan", Accenture, 05/31/2001.
"Accenture Quality Control Plan", Accenture, 05/31/2001.
"RASS Release 7.0.0.0 System Support and Acquisition Plan", Accenture, 05/14/2001.
"RASS Release 7.0.0.0 Functional Requirements Document", Accenture, 05/14/2001.
"RASS Release 7.0.0.0 Data Requirements Document", Accenture, 05/14/2001.
"RASS Release 7.0.0.0 System Security and Privacy Plan", Accenture 05/14/2001.
"RASS Release 7 Multifamily Functionality Business Requirements Document (FINAL)", Version 1.1, KPMG, 04/25/2001.
"FY2001 Resident Assessment Risk Assessment (Update)", Accenture, 05/15/2001.
"FY2001 Resident Assessment Feasibility Study (Update)", Accenture, 05/15/2001.

Release 7.0.0.0
"FY2001 Resident Assessment Cost/Benefit Analysis (Update)", Accenture, 05/15/2001.
"FY2001 Resident Assessment Project Plan (Update)", Accenture, 05/15/2001.
"FY2001 Resident Assessment Needs Statement (Update)", Accenture, 05/15/2001.

Release 6.0.0.0
"RASS Release 6.0.0.0 Test Results and Evaluation Report", Accenture, 05/04/2001.
"RASS Release 6.0.0.0 User's Manual", Accenture, 05/04/2001.
"RASS Release 6.0.0.0 Maintenance Manual", Accenture, 05/04/2001.
"RASS Release 6.0.0.0 Operations Manual", Accenture, 05/04/2001.
"RASS Release 6.0.0.0 Test Plan (Unit)", Accenture, 05/04/2001.
"RASS Release 6.0.0.0 Installation and Conversion Plan", Accenture, 05/04/2001.
"RASS Release 6.0.0.0 Training Plan", Accenture, 02/16/2001.
"RASS Release 6.0.0.0 Validation, Verification, and Testing Plan", Accenture, 02/16/2001.
"RASS Release 6.0.0.0 Database Specifications Document", Accenture, 1/19/2001.
"RASS Release 6.0.0.0 System/Subsystem Specifications Document", Accenture, 1/19/2001.
"RASS Release 6.0.0.0 Program Specifications Document", Accenture, 1/19/2001.
"RASS Release 6.0.0.0 Functional Requirements Document (Addendum)", Accenture, 01/19/2001.
"RASS Release 6.0.0.0 System Support and Acquisition Plan", Accenture, 12/15/2000.
"RASS Release 6.0.0.0 Functional Requirements Document", Accenture, 12/15/2000.
"RASS Release 6.0.0.0 Data Requirements Document", Accenture, 12/15/2000.
"RASS Release 6.0.0.0 System Security and Privacy Plan", Accenture 12/15/2000.
"Business Requirements Document for Project-Level Sampling (final)", Version 2.0, KPMG, 12/05/2000.
"RASS Release 6.0.0.0 JAD Session Results", Accenture, 11/20/2000.
"FY2001 Resident Assessment Risk Assessment", Accenture, 06/14/2000.
"FY2001 Resident Assessment Feasibility Study", Accenture, 06/14/2000.
"FY2001 Resident Assessment Cost/Benefit Analysis", Accenture, 06/14/2000.
"FY2001 Resident Assessment Project Plan", Accenture, 06/14/2000.
"FY2001 Resident Assessment Needs Statement", Accenture, 06/14/2000.
"Resident Assessment Functional Requirements Document", Version 1.0, Accenture, 06/02/1999.
"REAC Security Plan", Version 1.0, ATS, 11/19/1999.
"Public Housing Assessment Systems Final Rule", 24 CFR Parts 901 and 902, 1/11/2000.
"HUD ADP Documentation Standards: Directive Number 2400.15".
"HUD ADP Security Program: Directive Number 2400.24".
"HUD Records Disposition Scheduling for Automated Systems: Directive Number 2229.1".
"System Development Methodology, Release 6.01".
"HUD Business Resumption Plan".

1.3   Authorized Use Permission

REAC is susceptible to misrepresentation of information by individuals not authorized to submit data from the external users. To address this, Executive Directors will be mailed coordinator IDs to distribute appropriately. All external users will then apply for an ID, which will be sent to the coordinators. The coordinator will have rights to grant appropriate system access to the user of that entity.

User Access: The following lists requirements for managing user access:

- Public Housing Agencies (PHAs) – External entities will manage their users by 'delegating' access to submit information to REAC. If a user has not been delegated this authority by an entity, they will not be able to submit or view any RASS system information.
- Multifamily Housing (MFHs) - External entities will manage their users by 'delegating' access to view information to REAC.
- REAC – REAC users will be provided access to update the RASS system information as appropriate.
- Field Office – Field Office personnel will be provided access to execute certain reports within RASS.

Security Functions: Only authorized users will be able to submit information to the RASS system. REAC will have the ability to keep an audit trail of exactly who submitted information and any updates made to the data.

1.4   Points of Contact

1.4.1 Information

The following table lists Points of Organizational Contact (POC's) that may be beneficial for future reference.

Contact Name	Organization	Telephone Number
Vernette Elliott	HUD – Contracting Officer	202-708-1772 ext.7124
Yvette T. Conner	HUD – GTR	202-708-1817 ext.2620
Delton Nichols	REAC – RASS Project Manager	202-475-8795
Yangja K. Lee	REAC – RASS GTM/IT Manager	202-475-8772
Kevin N. Jones	REAC – RASS Assistant IT Manager	202-475-8761
Patrick Evans	BAH / Paradigm Soln.	Off site
Gautam Ijoor	QSSI	202-475-8644
Alex Rozental	QSSI	202-475-8634
Robin Hilton	QSSI	202-475-8633
Deren Luo	QSSI	202-475-8812
Billy Liao	QSSI	202-475-8812
Theresa Han	QSSI	202-475-8633
Robert Armstrong	QSSI	202-475-8634

Contact	Contact Information
RASS System Administrator	Delton Nichols, in coordination with the WASS subsystem, will facilitate RASS system administration as needed. 202-475-8795
REAC Technical Assistance Center	1-888-245-4860
REAC RASS E-mail address	REAC_RASS@hud.gov
REAC Internet Site	http://www.hud.gov/offices/reac/index.cfm

Contact	Contact Information
REAC RASS Internet Site	http://www.hud.gov/offices/reac/products/prodrass.cfm
REAC Intranet Site	http://hudweb.hud.gov/po/reac
HUD Customer Service Center Branch	1-202-708-3300

1.4.2 Coordination

Coordination must occur among the following organizations to successfully implement RASS Release 8.4.0.0:

Organization	Support Function
Paradigm Soln./BAH	Development Coordination, Installation, Deployment
HUD IT	Implementation Coordination, Installation, Deployment
Mandaree/Pearson	3rd Party Contractor: Resident Communication/Survey Support
QSSI	Requirements, Design, Development, Testing, Maintenance, Technical Support /Operations, Project Management
REAC	Business Requirements Support, Project Management
WASS	Security

Listed below are the coordination dates that each Public Housing Assessment System (PHAS) must achieve in order to adhere to the April 25, 2003 and August 01, 2003, release dates (respectively).

Code Locked Date	Integration Test Start Date	Integration Test End Date	Final HARTS Request Submission Date	Release Date
12/21/2004	12/29/2004	02/01/2005	01/26/2005	02/18/2005

1.4.3 Help Desk

The REAC Technical Assistance Center (TAC) can be contacted with any questions or problems with RASS. The TAC can be contacted via email at http://www.hud.gov/reac/rass.html, or via telephone at 1-888-245-4860 Monday through Friday 7am to 6pm Eastern Time. In emergency situations, please refer to the contact information listed in section 1.4.1 Information.

1.5 Organization of the Manual

The RASS Release 8.4.0.0 HUD SDM Operations Manual document contains detailed information on the control requirements and operating procedures necessary to successfully initiate and run the system. This information is presented in the following three sections:

- *1.0 General Information:* This section provides background information for the document, including a system overview, project references, points of contact for the system, and terms/abbreviations used throughout document.

- *2.0 System Operations Overview:* This section includes system operations detail, including software, information, and operations inventories. System security, processing, and communications are also discussed.
- *3.0 Run Description:* This section contains detail on the runs for use by operations and scheduling personnel in efficient scheduling operations, assignment of equipment, the management of input and output data, and the restart/recovery procedures.

1.6   Acronyms and Abbreviations

The following table defines terms and acronyms used throughout RASS Release 8.4.0.0 SDM Build Phase Documentation.

Term	Definition
APP	Annual Performance Plan
BAH	Booz-Allen & Hamilton
BOP	Business Operating Plan
BRD	Business Requirements Document
DCG	Development Coordination Group
FRD	Functional Requirements Document
FYE	Fiscal Year End
GAO	General Accounting Office
HA	Housing Agency/Housing Authority
HEREMS	Multi-family Housing Database
HUD	Department of Housing and Urban Development
HUDCAPS	HUD Central Accounting and Program System
HUDWeb	HUD's Intranet Web Site
JAD	Joint Application Development
MF	Multifamily
MFH	Multifamily Housing
NASS	iNtegrated Assessment Subsystem
NARA	National Archives and Records Administration
NCS/Pearson	National Computer Services/Pearson
OMB	Office of Management and Budget
PDF	Portable Document Format
PHA	Public Housing Agency/Public Housing Authority
PHAS	Public Housing Assessment System
PIC	PIH Information Center
PIH	Public and Indian Housing
POC	Point of Organizational Contact
QSSI	Quality Software Services, Inc.
RASS	Resident Assessment Subsystem
REAC	Real Estate Assessment Center
REACS	Real Estate Assessment Center System
SDM	Housing and Urban Development System Development Methodology
SOA	Section of the Act
TAC	Technical Assistance Center (formerly the Customer Service Center)
TARC	Troubled Agency Recovery Center

Term	Definition
TRACS	Tenant Rental Assistance Certification System
TBD	To Be Defined
UAT	User Acceptance Testing
WASS	Web Access Security System

2.0   SYSTEM OPERATIONS OVERVIEW

2.0   SYSTEM OPERATIONS OVERVIEW

2.1   System Operations

RASS operations support the objective of evaluating resident satisfaction indicator information. This information provides REAC an accurate assessment of resident satisfaction with PHAs or Multifamily properties and provides these user groups with pertinent information that they can use to improve their current processes.   In support of this objective, RASS electronically captures, processes, and scores resident satisfaction information. Once resident survey satisfaction information has been processed, a RASS score is generated that accurately reflects resident satisfaction with their living conditions.

The following are the current operational functions and procedures involved in generating a RASS score for PHAs:

- HUD RASS users create assessments for Fiscal Quarter
- PHAs enter/update unit address information in PIC for all of their projects
- PHAs certify unit address and language information in RASS
- RASS retrieves unit addresses from PIC and flags addresses not meeting quality assurance criteria
- RASS Business Managers to execute the Sampling program after unit addresses have been certified
- The Resident Survey, Survey Decode Report, and Sample file containing a list of all units to be surveyed (at the Property-level) are provided to the Survey Administrator to initiate the survey distribution process
- PHAs enter/update Implementation Plan information
- PHAs certify Implementation Plan information
- Survey Administrator uploads survey results and undeliverable addresses into RASS
- RASS validates the survey results and undeliverable addresses
- RASS scores the survey results and flags PHA scores not meeting quality assurance criteria
- RASS approves and displays the survey results
- PHAs enter/update Follow-up Plan information
- PHAs certify Follow-up Plan information
- RASS scores Implementation and Follow-up Plans
- RASS approves overall indicator score
- RASS approves invalidated assessment scores

The following are the current operational functions and procedures involved in generating a RASS score for Multifamily properties:

- HUD uses RASS to execute the Multifamily sampling program and includes properties that were selected based on the following optional criteria: hub, programmatic criteria (program/section of the act/client group), or individual selection based on owner, agent, or property.
- The Resident Survey and Sample file containing a list of all properties and units to be surveyed are generated by RASS and provided to the Survey Administrator to initiate the survey distribution process;
- Survey Administrator uploads survey results into RASS;

- RASS validates the survey results;
- RASS scores, approves, and displays the survey results.

2.2   Software Inventory

The RASS software support environment is composed of the following software packages:

Application	Description
ColdFusion Studio 5.0	Application development software
PVCS Tracker	Issue tracking database application
PVCS Version Manager	Software version control application
SQL-Advantage	Interface to the Sybase database
Sybase	Database management software
SSH-SFTP	Program to upload new software to environment

Please reference Section II.A of the RASS Appendix of the Installation & Conversion Plan (Release Notes) for a listing of the program files. Identification of programs necessary to continue or resume operation of the system in a degraded or an emergency situation is not applicable at the subsystem level. The REAC development coordination group manages emergency situations at the system wide level.

Please reference Section 2.7 for detail on security considerations associated with RASS software.

2.3   Information Inventory

HUD's administrative needs for the records/inventory include:
Administrative needs. National Archives and Records Administration (NARA) has set a maximum retention period for temporary records of 5 years after creation, close of transaction or case file, or other event.
Specifically:

- Records of routine transactions are usually kept for 1 year after the end of the transaction. Reports are usually kept 4-5 years in the summarizing office; 2-3 years in the preparing office.
   Inspection and audit reports are usually kept 5 years.
- Administrative claims files are usually kept for 6 years and 3 months. Claims by the United States subject to the Federal Claims Collection Standards for which collection has been terminated under 4 CFR Part 104 and for which the Government's right to collect was not extended are kept for 10 years and 3 months after the year in which the Government's right to collect first accrued.

2.3.1 Resource Inventory

Please reference Section II of the RASS Appendix of the Installation & Conversion Plan (Release Notes) for detailed information on all permanent files and databases that are referenced, created, or updated by the system.

2.3.2 Report Inventory

RASS is a web application and does not produce scheduled system reports in hard copy format. All reports are generated online and as needed by RASS business partners. The volume of each online report varies and is dependent on content as determined by report selection criteria. The following is a list of online reports that can be generated by RASS:

- Address Report
- Approved Scores Report
- At risk PHA Report
- Demographic Report
- Flagged Address Distribution Report
- Follow-up Plan Status Report
- Implementation Plan Status Report
- Language Report
- PHA History Report
- Quarterly Production Report
- RASS Score Report
- Required Survey Size Threshold Report
- Survey Scoring Status Report
- Unapproved Scores Report
- Undeliverable Mailing Address Report
- Uncertified Implementation Plan Status Report

- PHA Address Labels
- Uncertified Unit/Language Status Report
- MF Property Status Report
- Survey Decode Report
- Survey Language Requirements Report
- Field Office Score Report
- Field Office Language Report
- PHA Address Report
- Property Address Report
- Unit Address Report
- Review /Edit Quality Assurance Address
- Survey Cycle Status Report
- Process History Report
- PHA Flagged Address Distribution Report
- Property Flagged Address Distribution Report
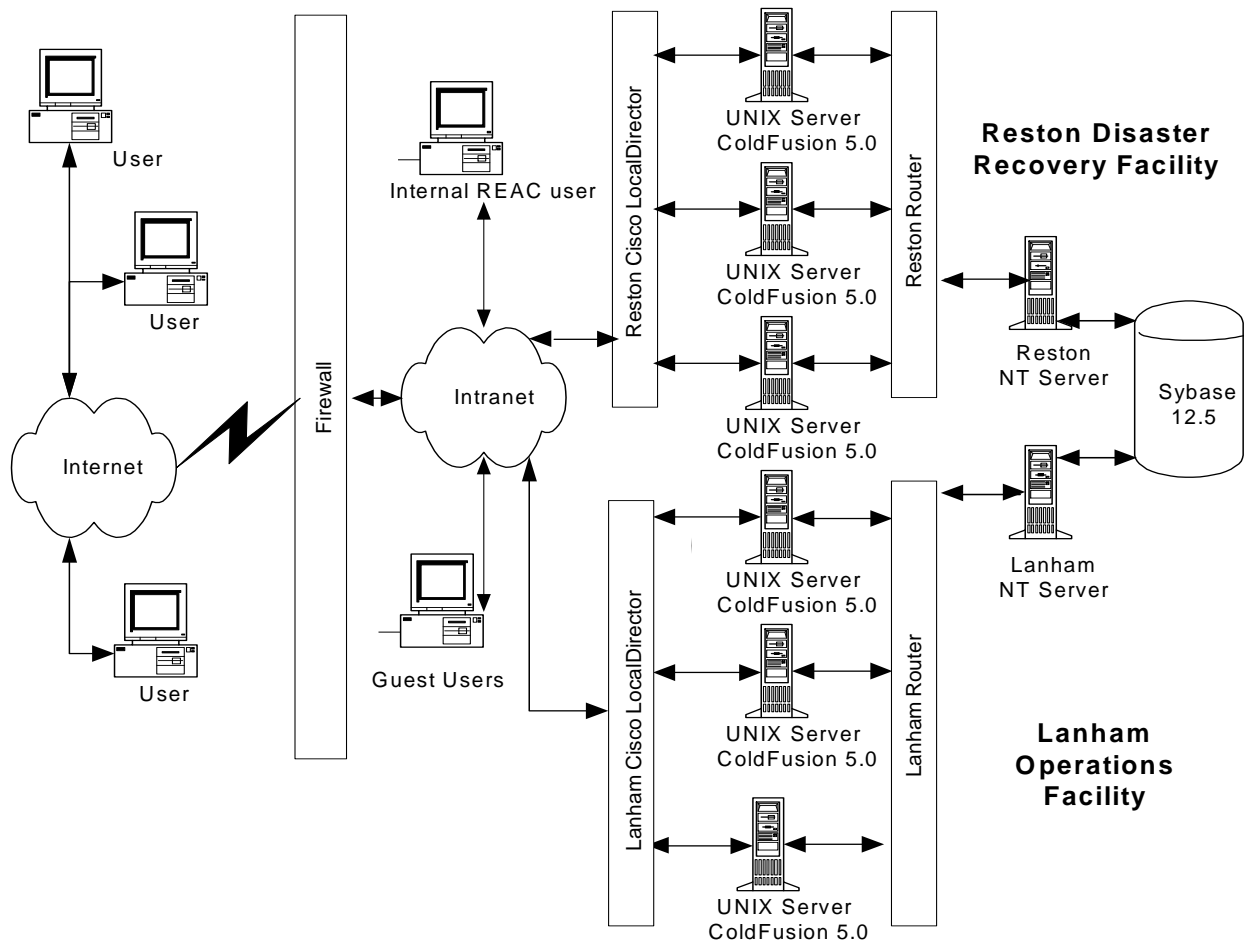
2.4   Operational Inventory

RASS is a web application and all system operations are supported by the following hardware and software components:

Hardware	Software
• 6 UNIX-based Netscape Enterprise servers (web servers) • 2 DELL 8450 server (database servers) • IBM compatible personal computers	• ColdFusion • Sybase • Java (web access/security)

The following is an overview and diagram of the equipment capabilities required for Release 8.4.0.0, as well as the equipment presently available, and the characteristics of any new equipment:

- The RASS application is housed on a web farm consisting of six UNIX-based Netscape Enterprise servers in a clustered configuration.
- PIH-REAC operates on two DELL 6300 Poweredge database servers with 800mhz Pentium Pro processors. Both servers have 4GB of RAM and 400GB of hard disk storage.
- The RASS client machines will be personal computers with modem or local area network web access.

2.5   Processing Overview

2.5.1 System Restrictions

RASS is an online system and is not bound by any operational restrictions. Performance restrictions require that programs requiring significant system resources, well beyond a typical online screen, are limited to run times during periods when the system has low usage levels.

2.5.2 Waivers of Operational Standards

A waiver form containing a list of web pages requiring extended load times will be completed for new or modified pages included in RASS Release 8.4.0.0. The following table lists the page name, typical frequency of use, and average load time of the pages included in the waiver form.

Page Name	Frequency	Average Load Time
Address Report	20 times a month	10-30 seconds
PHA Approved Scores Report	5 times a month	30-50 seconds
Flagged Address Distribution Report	5 times a month	20-40 seconds
Follow-Up Plan Status Report	5 times a month	50-90 seconds
PHA Required Survey Size Threshold Report	3 times a month	10-30 seconds
PHA Unapproved Scores Report	5 times a month	30-50 seconds
Unit Address Report	20 times a month	10-30 seconds

2.5.3 Interface with Other Systems

Data transfer is performed from the user's computer to the REAC network using the secured connection established at login via WASS. If the user cannot establish a secured connection, they are not permitted to access RASS. The secured connection encrypts data being transferred over the Internet so that third parties cannot intercept the data and read it. An internal REAC user does not need to establish a secured connection, but they do need to provide a login name and password. This login name and password are used to determine their permissions and access levels within RASS. Because they are within the HUD intranet, there is no need to worry about establishing a secured connection.

RASS will also maintain an interface with the PIH Information Center (PIC) in order to allow RASS to sample unit addresses from PIC during the resident survey process. This will also include a link for residents to verify their unit address information populated in PIC.

RASS will continue to interface with the REMS database in Release 8.4.0.0 in order to retrieve Multifamily owner, agent, and property information. The interface will entail the execution of a stored procedure that retrieves Multifamily data from REMS and populates the participant, participant_role_property, and reac_rems_property tables in the reacs database. After the initial execution of this stored procedure, updates to the Multifamily data inserted into the reacs tables will be performed as needed.

RASS will continue to indirectly interface with TRACS in Release 8.4.0.0 in order to retrieve Multifamily tenant address information. The interface will entail the reading a file of addresses produced by TRACS and placed on a REAC server.
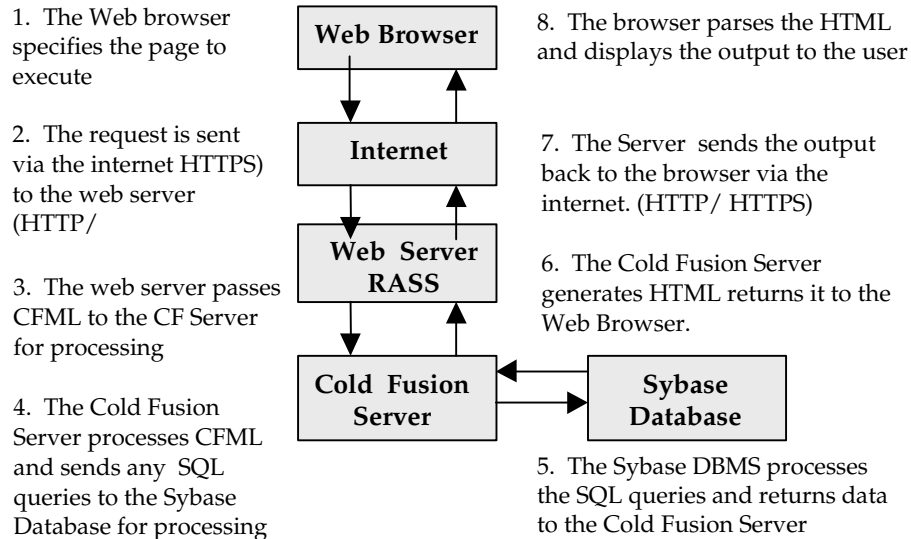
RASS will also maintain a NASS interface in Release 8.4.0.0. This interface allows internal and external users to access PHA and development-level survey results from NASS. The interface also includes the update of RASS assessment records and distribution of correspondence through the NASS invalidation process.

2.6   Communications Overview

The following diagram illustrates the communications required for the RASS application:

Communications Overview

1. The Web browser specifies the page to execute

Web Browser

8. The browser parses the HTML and displays the output to the user

2. The request is sent via the internet HTTPS) to the web server (HTTP/

Internet

7. The Server sends the output back to the browser via the internet. (HTTP/ HTTPS)

Web Server RASS

3. The web server passes CFML to the CF Server for processing

6. The Cold Fusion Server generates HTML returns it to the Web Browser.

4. The Cold Fusion Server processes CFML and sends any SQL queries to the Sybase Database for processing

Cold Fusion Server

Sybase Database

5. The Sybase DBMS processes the SQL queries and returns data to the Cold Fusion Server

2.7   Security

The following RASS security table provides an overview of the security necessary for each RASS functional area. The table consists of the user/role, area, security protocol, and type of access. The user/role specifies the group that the security should be applied to. The area specifies the RASS function that the security should be applied for. The security protocol specifies the method that the user group should use to retrieve their user ID and get security. The type of access specifies the authority actions that the user group will have in the specified area. Reference the role/action code matrix for information specifying extent of write access (example: save versus certify or approve authority).

User/Role	Area	Security Protocol	Type of Access
PHA Submitter PHA Certifier	Unit Address Implementation Plan Follow up Plan	Secure Connection "M" user ID	Read/Write
PHA Submitter PHA Certifier	PHA Main Screen Media Packet	Secure Connection "M" user ID	Read

User/Role	Area	Security Protocol	Type of Access
Guest REAC RASS Coordinator REAC RASS Manager REAC RASS Statistician	Internal Reports	HUD ADP Security "H or C" user ID No user ID is necessary for guest.	Read
REAC RASS Coordinator REAC RASS Manager	Implementation Plan Template Resident Communications Media Packet Survey Contents Sampling Parameters	HUD ADP Security "H or C" user ID	Read/Write
Guest	Implementation Plan Template Resident Communications Media Packet Survey Contents Sampling Parameters	HUD ADP Security "H or C" user ID No user ID is necessary for guest.	Read
REAC RASS Manager	Generate Score Generate Sample Score Results (includes adjustment)	HUD ADP Security "H or C" user ID	Read/Write
REAC RASS Statistician REAC RASS Manager	Sampling Parameters	HUD ADP Security "H or C" user ID	Read/Write
REAC RASS Coordinator REAC RASS Statistician	Score Results	HUD ADP Security "H or C" user ID	Read
REAC RASS Manager REAC RASS Statistician	Survey Weight	HUD ADP Security "H or C" user ID	Read/Write
REAC RASS Coordinator REAC RASS Statistician	Score Results	HUD ADP Security "H or C" user ID	Read
REAC RASS Manager	PHA Access Dates PHA Decertification	HUD ADP Security "H or C" user ID	Read/Write
REAC RASS Coordinator REAC RASS Manager	Information to be provided to Survey Administrator	HUD ADP Security "H or C" user ID	Read/Write
REAC RASS Survey Administrator	Survey Administrator Communications	Secure Connection "I" user ID	Read/Write
REAC RASS Multifamily Housing Reviewer	Internal Multifamily Reports	HUD ADP Security "H or C" user ID	Read/Write
REAC RASS Multifamily Owner or Managing Agent	External Multifamily Property Selection External Multifamily Survey Section Results	Secure Connection "M" user ID	Read/Write

3.0   RUN DESCRIPTION

3.0   RUN DESCRIPTION

A complete description of the REAC runs and processes can be found in the DCG Operation Manual (http://nthhqd13.hud.gov/po/reac/products/dcg/dcg.cfm).

3.1   Run Inventory

For Release 8.4.0.0, RASS will run the following system programs to be run at times when the system experiences low usage levels:

Run	Job/System Program
PIH-REAC 2200 Nightly Process - RASS Nightly	
	run_reacs_rass_nightly_check - PIC Transfer
	pic_approved_unit_address_out - PIC Transfer
	pic_approved_unit_address_clean - PIC Transfer
	pic_approved_unit_address_truncate - PIC Transfer
	pic_approved_unit_address_in - PIC Transfer
	rass_sp_rass_pic_unit_address - RASS PIC Interface
	rass_sas_part_assessment_sp - RASS Assessment Creation
	rass_sp_rass_process_survey_1 - RASS Survey Processing
	rass_sp_rass_process_survey_2 - RASS Survey Processing
	rass_sp_rass_process_survey_6- RASS Survey Processing
	rass_sp_rass_process_survey_3 - RASS Survey Processing
	reacs_rass_nightly_ftp - RASS Survey Processing
	survey_upload_temp_in- RASS Survey Processing
	mf_survey_upload_temp_in - RASS MF Survey Upload
	rass_sp_rass_process_survey_7 - RASS Survey Processing
	rass_sp_rass_process_survey_5 - RASS Survey Processing
	rass_sp_rass_schedule_output - Undeliverable Addresses Processing
	rass_undeliverable_addresses - Undeliverable Addresses Processing
PIH-REAC 0500 Weekly Process	
	rass_sp_rass_survey_scoring - PHA Scoring
	rass_sp_rass_score_validation - PHA Scores Validation
	rass_sp_rass_survey_report_launch - Customer Service and Satisfaction Report Data Generation
	rass_sp_rass_mf_survey_scoring - MF Scoring Procedure
	rass_temp_unit_address_truncate - MF Addresses Transfer
	rass_temp_unit_address_in - MF Addresses Transfer
	rass_sp_rass_schedule_weekly_output - PHA Sampling
	reac_pha_sampling - PHA Sampling
	rass_sp_rass_multifamily_sampling - MF Sampling
	reac_mf_sampling_upload - MF Sampling
	rass_sp_rass_sftp_tables_cleanup - PHA Sampling

PIH-REAC 2200 Nightly Process	
	rass_sp_rass_app_unfl - Approve Unflagged Survey Scores
	rass_sp_rass_survey_version_update - Survey Version Update

3.2   Run Description

3.2.1   PIH-REAC 2200 Nightly Process - RASS Nightly

3.2.1.1   Run Listing and Operations Schedule

run_reacs_rass_nightly   8:30pm   Run As: reacs_batch

Su M T W Th F S

Job/System Program	Avg. Duration
pic_approved_unit_address_out - PIC Transfer	1:00 Hour
pic_approved_unit_address_clean - PIC Transfer	1:00 Hour
pic_approved_unit_address_truncate - PIC Transfer	1:00 Hour
pic_approved_unit_address_in - PIC Transfer	1:00 Hour
rass_sp_rass_pic_unit_address - RASS PIC Interface	1:00 Hour
rass_sas_part_assessment_sp - RASS Assessment Creation	1:30 Hour
rass_sp_rass_process_survey_1 - RASS Survey Processing	1:00 Hour
rass_sp_rass_process_survey_2 - RASS Survey Processing	1:00 Hour
rass_sp_rass_process_survey_6- RASS Survey Processing	1:00 Hour
rass_sp_rass_process_survey_3 - RASS Survey Processing	1:00 Hour
reacs_rass_nightly_ftp - RASS Survey Processing	1:00 Hour
survey_upload_temp_in- RASS Survey Processing	1:00 Hour
mf_survey_upload_temp_in - RASS MF Survey Upload	1:00 Hour
rass_sp_rass_process_survey_7 - RASS Survey Processing	1:00 Hour
rass_sp_rass_process_survey_5 - RASS Survey Processing	1:00 Hour
rass_sp_rass_schedule_output - Undeliverable Addresses Processing	2:00 Hour
rass_undeliverable_addresses - Undeliverable Addresses Processing	2:00 Hour

3.2.1.2   Purpose of Job: PIC Transfer

The job transfers unit addresses of the public housing residents that will be used in RASS for sampling from the PIC Staging to REAC Staging. In this transfer process, first, unit addresses moved to PIC staging from PIC, then, on a nightly basis, they are copied to the reacs staging database after being cleaned of incompatible characters. As of release 8.4.0.0, the PIC transfer process is executed when the PIC Interface is scheduled from the front end.

3.2.1.2.1   *Run Stream Job Control Statements for Job Initiation*
N/A

3.2.1.2.2   *Run Management Requirements*
N/A

3.2.1.2.3   *Description of all related Files and Database*
The job runs on nthccp08 server reacs_staging database.
Related Files:

pic_approved_unit_address_out - PIC Transfer
pic_approved_unit_address_clean - PIC Transfer
pic_approved_unit_address_truncate - PIC Transfer
pic_approved_unit_address_in - PIC Transfer

3.2.1.2.4   *Method of Initiation*
Started by run_reacs_rass_nightly

3.2.1.2.5   *Estimated Run Time*
4:00 Hours

3.2.1.2.6   *Required Turnaround Time*
N/A

3.2.1.3   *Purpose of Job: RASS PIC Interface*
The PIC Interface program loads approved addresses from the PIC database into the RASS database. This process works in sequence with PIC transfer when scheduled from the front end.

3.2.1.3.1   *Run Stream Job Control Statements for Job Initiation*
N/A

3.2.1.3.2   *Run Management Requirements*
N/A

3.2.1.3.3   *Description of all related Files and Database*
The job runs on nthccp08 server reacs_staging and reacs databases.
Related Files:

rass_sp_rass_pic_unit_address - RASS PIC Interface

3.2.1.3.4   *Method of Initiation*
Started by run_reacs_rass_nightly

3.2.1.3.5   *Estimated Run Time*
1:00 Hour

3.2.1.3.6   Required Turnaround Time

N/A

3.2.1.4   **Purpose of Job:** *RASS Assessment Creation*

The RASS Assessment Creation procedure creates assessments for one fiscal year end at a time. In addition, the procedure has been updated to accommodate the Small PHA Deregulation legislation and will only create assessment records for the PHAs included in an assessment, as designated by NASS. The Assessment Creation procedure is scheduled by the user online to run overnight.

3.2.1.4.1   Run Stream Job Control Statements for Job Initiation

N/A

3.2.1.4.2   Run Management Requirements

N/A

3.2.1.4.3   Description of all related Files and Database

The job runs on nthccp08 server reacs databases.
Related Files:

rass_sas_part_assessment_sp - RASS Assessment Creation

3.2.1.4.4   Method of Initiation

Started by run_reacs_rass_nightly

3.2.1.4.5   Estimated Run Time

1:30 Hours

3.2.1.4.6   Required Turnaround Time

N/A

3.2.1.5   Purpose of Job: RASS Survey Processing

The process runs only when there is at least one outstanding Survey Result file that needs to be processed. In case at least one file is there, the process creates the list of the files to be processed and then ftp the files to the batch server, bcp them in the reacs_staging database, validate the records, and insert records into the reacs database the loop. If the process does not have enough time to complete a file, next time it starts with finishing the file where it left off outside the loop and then goes into the loop.

3.2.1.5.1   Run Stream Job Control Statements for Job Initiation

N/A

3.2.1.5.2   Run Management Requirements

N/A

3.2.1.5.3   Description of all related Files and Database

The job runs on nthccp08 server reacs databases.

Related Files:

rass_sp_rass_process_survey_1 - RASS Survey Processing
rass_sp_rass_process_survey_2 - RASS Survey Processing
rass_sp_rass_process_survey_6- RASS Survey Processing
rass_sp_rass_process_survey_3 - RASS Survey Processing
reacs_rass_nightly_ftp - RASS Survey Processing
survey_upload_temp_in- RASS Survey Processing
mf_survey_upload_temp_in- RASS MF Survey Upload
rass_sp_rass_process_survey_7- RASS Survey Processing
rass_sp_rass_process_survey_5- RASS Survey Processing

3.2.1.5.4   Method of Initiation

Started by run_reacs_rass_nightly

3.2.1.5.5   Estimated Run Time

6:00 Hours

3.2.1.5.6   Required Turnaround Time

N/A

3.2.1.6   Purpose of Job: *RASS Undeliverable Addresses Processing*

The process verifies and inserts Undeliverable Addresses into reacs database. When Mandaree/Pearson uploads the Undeliverable Address File, the processing is scheduled automatically. The process will run only if it was scheduled.

3.2.1.6.1   Run Stream Job Control Statements for Job Initiation

N/A

3.2.1.6.2   Run Management Requirements

N/A

3.2.1.6.3   Description of all related Files and Database

The job runs on nthccp08 server reacs databases.
Related Files:

rass_sp_rass_schedule_output - Undeliverable Addresses Processing
rass_undeliverable_addresses - Undeliverable Addresses Processing

3.2.1.6.4   Method of Initiation

Started by run_reacs_rass_nightly

3.2.1.6.5   Estimated Run Time

2:30 Hours

3.2.1.6.6   Required Turnaround Time

N/A

3.2.1.7   Run Interrupt Checkpoints

The run_reacs_rass_nightly does not allow for run interrupt checkpoints.

3.2.1.8   Set-Up and Diagnostic Procedures

Check status column in batch_schedule_status_table within reacs database on nthccp08

3.2.1.9   Error Messages

Check output file(s) generated in d:\p08_nic\notify\bulk_load on nthhqp75

3.2.1.10   Restart/Recovery Procedures

Correct errors and restart from the top.

3.2.2 PIH-REAC 2200 Nightly Process*

3.2.2.1   Run Listing and Operations Schedule

run_reacs_nightly   10:00 pm   Run As: reacs_batch

Su M T W Th F S

Job/System Program	Avg. Duration
rass_sp_rass_app_unfl - Approve Unflagged Survey Scores	1:00 Hour
rass_sp_rass_survey_version_update - Survey Version Update	1:30 Hour

*The complete list of the processes in the run can be found in the DCG Operation Manual (http://nthhqd13.hud.gov/po/reac/products/dcg/dcg.cfm)

3.2.2.2   Purpose of Run: Approve Unflagged Survey Scores

When schedule from the front end, this procedure approves all PHA survey scores that have met and passed predetermined Quality Assurance threshold standards.

3.2.2.2.1   Run Stream Job Control Statements for Job Initiation

N/A

3.2.2.2.2   Run Management Requirements

N/A

3.2.2.2.3   Description of all related Files and Database

The job runs on nthccp08 server reacs databases.
Related Files:

rass_sp_rass_app_unfl - Approve Unflagged Survey Scores

3.2.2.2.4 Method of Initiation

Started by run_reacs_rass_nightly

3.2.2.2.5 Estimated Run Time

1:00 Hour

3.2.2.2.6 Required Turnaround Time

N/A

3.2.2.3 Purpose of Run: Survey Version Update

The Survey Version Update procedure supports multiple survey version capabilities and will be run in conjunction with the survey version selection process. This procedure is designed to update the survey version for all PHAs identified on the PHA Sample and Version Selection screen if the selected version is different from the default version.

3.2.2.3.1 Run Stream Job Control Statements for Job Initiation

N/A

3.2.2.3.2 Run Management Requirements

N/A

3.2.2.3.3 Description of all related Files and Database

The job runs on nthccp08 server reacs databases.
Related Files:

rass_sp_rass_survey_version_update - Survey Version Update

3.2.2.3.4 Method of Initiation

Started by run_reacs_rass_nightly

3.2.2.3.5 Estimated Run Time

1:30 Hour

3.2.2.3.6 Required Turnaround Time

N/A

3.2.2.4 Run Interrupt Checkpoints

The run_reacs_nightly does not allow for run interrupt checkpoints.

3.2.2.5 Set-Up and Diagnostic Procedures

Check status column in batch_schedule_status_table within reacs database on nthccp08

3.2.2.6 Error Messages

Check output file(s) generated in d:\p08_nic\notify\bulk_load on nthhqp75

3.2.2.7   Restart/Recovery Procedures

Correct errors and restart from the top.

3.2.3 PIH-REAC 0500 Weekly Process

3.2.3.1   Run Listing and Operations Schedule

run_reacs_weekly   5:00:00 AM   Run As: reacs_batch

Su S

Job/System Program	Avg. Duration
rass_sp_rass_survey_scoring - PHA Scoring	1:00 Hour
rass_sp_rass_score_validation - PHA Scores Validation	2:00 Hours
rass_sp_rass_survey_report_launch - Customer Service and Satisfaction Report Data Generation	4:00 Hours
rass_sp_rass_mf_survey_scoring - MF Scoring Procedure	2:00 Hours
rass_temp_unit_address_truncate - MF Addresses Transfer	1:00 Hour
rass_temp_unit_address_in - MF Addresses Transfer	1:00 Hour
reac_pha_sampling - PHA Sampling	1:00 Hour
rass_sp_rass_multifamily_sampling - MF Sampling	4:00 Hours
reac_mf_sampling_upload - MF Sampling	2:00 Hours

3.2.3.2   Purpose of Run: PHA Scoring

When scheduled from the front end, the scoring program creates survey scores for each assessment included in the selection criteria. IT personnel must insure that the REAC system is functioning properly at the time when the run is scheduled.

3.2.3.2.1   Run Stream Job Control Statements for Job Initiation

N/A

3.2.3.2.2   Run Management Requirements

N/A

3.2.3.2.3   Description of all related Files and Database

The job runs on nthccp08 server reacs databases.
Related Files:

> rass_sp_rass_survey_scoring - PHA Scoring

3.2.3.2.4   Method of Initiation

Started by run_reacs_weekly

3.2.3.2.5   Estimated Run Time

1:00 Hour

3.2.3.2.6   Required Turnaround Time

N/A

3.2.3.3   Purpose of Run: PHA Scores Validation

The score flagging procedure runs sequentially after scoring procedure and evaluates all PHA survey scores and flag all Survey Scores that fail to meet predefined Quality Assurance threshold standards.

3.2.3.3.1   Run Stream Job Control Statements for Job Initiation

N/A

3.2.3.3.2   Run Management Requirements

N/A

3.2.3.3.3   Description of all related Files and Database

The job runs on nthccp08 server reacs databases.
Related Files:

rass_sp_rass_score_validation - PHA Scores Validation

3.2.3.3.4   Method of Initiation

Started by run_reacs_weekly

3.2.3.3.5   Estimated Run Time

2:00 Hours

3.2.3.3.6   Required Turnaround Time

N/A

3.2.3.4   Purpose of Run: Satisfaction Survey Report Data Generation

The Customer Service and Satisfaction Report Data Generation process runs sequentially after scoring procedure and generates the statistics for each individual response on the PHA and Property levels for Customer Service and Satisfaction Report.

3.2.3.4.1   Run Stream Job Control Statements for Job Initiation

N/A

3.2.3.4.2   Run Management Requirements

N/A

3.2.3.4.3   Description of all related Files and Database

The job runs on nthccp08 server reacs databases.

Related Files:

> rass_sp_rass_survey_report_launch - Customer Service and
> Satisfaction Report Data Generation

3.2.3.4.4   Method of Initiation

Started by run_reacs_weekly

3.2.3.4.5   Estimated Run Time

4:00 Hours

3.2.3.4.6   Required Turnaround Time

N/A

3.2.3.5   Purpose of Run: MF Scoring

When scheduled from the front end, the MF scoring program creates survey scores for
each assessment included in the selection criteria. IT personnel must insure the REAC
system is functioning properly at the time when the run is scheduled.

3.2.3.5.1   Run Stream Job Control Statements for Job Initiation

N/A

3.2.3.5.2   Run Management Requirements

N/A

3.2.3.5.3   Description of all related Files and Database

The job runs on nthccp08 server reacs databases.
Related Files:

> rass_sp_rass_mf_survey_scoring - MF Scoring Procedure

3.2.3.5.4   Method of Initiation

Started by run_reacs_weekly

3.2.3.5.5   Estimated Run Time

2:00 Hours

3.2.3.5.6   Required Turnaround Time

N/A

3.2.3.6   Purpose of Run: MF Address Transfer

The process cleans up the REAC Staging database and then inserts the unit addresses for
MF Properties from the file uploaded by TRACS into REAC Staging database.

3.2.3.6.1   Run Stream Job Control Statements for Job Initiation

N/A

3.2.3.6.2   Run Management Requirements

N/A

3.2.3.6.3   Description of all related Files and Database

The job runs on nthccp08 server reacs databases.
Related Files:

rass_temp_unit_address_truncate - MF Addresses Transfer
rass_temp_unit_address_in - MF Addresses Transfer

3.2.3.6.4   Method of Initiation

Started by run_reacs_weekly

3.2.3.6.5   Estimated Run Time

2:00 Hours

3.2.3.6.6   Required Turnaround Time

N/A

3.2.3.7   Purpose of Run: PHA Sampling

When scheduled from the front end, the sampling process creates a file of randomly selected unit addresses for each PHA to be used to mail the Customer Service and Satisfaction survey.

3.2.3.7.1   Run Stream Job Control Statements for Job Initiation

N/A

3.2.3.7.2   Run Management Requirements

N/A

3.2.3.7.3   Description of all related Files and Database

The job runs on nthccp08 server reacs databases.
Related Files:

reac_pha_sampling - PHA Sampling

3.2.3.7.4   Method of Initiation

Started by run_reacs_weekly

3.2.3.7.5   Estimated Run Time

1:00 Hours

3.2.3.7.6   Required Turnaround Time

N/A

3.2.3.8 Purpose of Run: MF Sampling

When scheduled from the front end, the sampling process creates a file of unit addresses for each MF Property to be used to mail the Customer Service and Satisfaction survey.

3.2.3.8.1 Run Stream Job Control Statements for Job Initiation

N/A

3.2.3.8.2 Run Management Requirements

N/A

3.2.3.8.3 Description of all related Files and Database

The job runs on nthccp08 server reacs databases.
Related Files:

rass_sp_rass_multifamily_sampling - MF Sampling
reac_mf_sampling_upload - MF Sampling

3.2.3.8.4 Method of Initiation

Started by run_reacs_weekly

3.2.3.8.5 Estimated Run Time

6:00 Hours

3.2.3.8.6 Required Turnaround Time

N/A

3.2.3.9 Run Interrupt Checkpoints

The run_reacs_weekly does not allow for run interrupt checkpoints.

3.2.3.10 Set-Up and Diagnostic Procedures

Check status column in batch_schedule_status_table within reacs database on nthccp08

3.2.3.11 Error Messages

Check output file(s) generated in d:\p08_nic\notify\bulk_load on nthhqp75

3.2.3.12 Restart/Recovery Procedures

Correct errors and restart from the top.